

This Position Is No Longer Available

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Job Title: MISSION SUPPORT ASSISTANT (OA)

Department: Department Of Homeland Security

Agency: Customs and Border Protection

Job Announcement Number: MHCBPMP-1351680-LAM

**This position is closed and no longer accepting
online applications through USAJOBS.**

The contents of the announcement can still be viewed.

SALARY RANGE:

\$31,944.00 to \$41,530.00 / Per Year

OPEN PERIOD:

Tuesday, March 17, 2015 to Wednesday, March 25, 2015

SERIES & GRADE:

GS-0303-05

POSITION INFORMATION:

Full Time - Permanent

PROMOTION POTENTIAL:

07

DUTY LOCATIONS:

10 vacancies in the following location(s):

Douglas, AZ [View Map](#)

Nogales, AZ [View Map](#)

Tucson, AZ [View Map](#)

WHO MAY APPLY:

Current Federal employees with competitive status (including serving under a VRA appointment), current and former federal employees eligible under Interchange, reinstatement eligibles, VEOA eligibles, and Special Appointing Authority eligibles.

SECURITY CLEARANCE:

Public Trust - Background Investigation

SUPERVISORY STATUS:

No

JOB SUMMARY:

Customs & Border Protection (CBP): Securing America's Borders

Do you desire to protect American interests and secure our Nation while building a meaningful and rewarding career? If so, the Department of Homeland Security (DHS) is calling. DHS components work collectively to prevent terrorism, secure borders, enforce

and administer immigration laws, safeguard cyberspace and ensure resiliency to disasters. The vitality and magnitude of this mission is achieved by a diverse workforce spanning hundreds of occupations. Make an impact; join DHS.

Discover a challenging and rewarding career in CBP, the sole organization responsible for securing the nation's borders. At U.S. Customs and Border Protection, we:

- Screen passengers, vehicles, and shipments entering our country
- Seize illegal narcotics, vehicles, and agricultural products
- Prevent unauthorized entry into the country
- Rescue individuals who fall into dangerous conditions traversing our border

For more information about CBP's mission, activities, and careers, please see <http://www.cbp.gov/> (<http://www.cbp.gov/>).

This position will allow you to use your experience to provide substantive clerical support to the area of Mission Support. Apply for this exciting opportunity to strengthen the Department's ability to perform homeland security functions by analyzing and refining existing work methods and developing new methods and procedures. This position starts at a salary of \$31,944.00 (GS-05), with promotion potential to \$51,437 (GS-7 step 10).

Who May Apply: Current Federal employees with competitive status (as well as current Federal employees serving under a VRA appointment); Current and former Federal employees who meet the established criteria in an Office of Personnel Management Interchange Agreement; Former Federal employees with reinstatement eligibility; Veterans who are preference eligibles or who have been separated under honorable conditions after 3 years or more of continuous service will receive consideration under the Veterans Employment Opportunity Act (VEOA); Individuals who are eligible under a Special Appointing Authority. Please see the "Special Appointing Authority" paragraph in the "Other" section of this vacancy announcement.

- For definitions of terms found in this announcement, please see http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm (http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm).

Organizational Location: This position is located within U.S. Customs and Border Protection, Office of Border Patrol, Tucson, Sector in the following locations:

Tucson Sector Headquarters, Tucson, AZ

Three Points Substation, Tucson, AZ

Tucson Station, Tucson, AZ
Douglas Station, Douglas, AZ
Nogales Station, Nogales, AZ

One or more selections may be made using this job opportunity announcement.

TRAVEL REQUIRED

- Not Required

RELOCATION AUTHORIZED

- No

KEY REQUIREMENTS

- You must be a U.S. Citizen to apply for this position
- You may be required to pass a background investigation
- Males born after 12/31/1959 must be registered with Selective Service
- Primary U.S. residency for the last three years
- You may be required to pass a drug test

DUTIES:[Back to top \(Top of Page\)](#)

In this position, you will strengthen the Department's ability to perform homeland security functions by becoming a valuable member of a team of administrative professionals. Typical work assignments include:

- Assisting in one or more administrative support areas which include budget, logistics and procurement, human resources, and records and files management.
- Using various software packages such as word processing, spreadsheets, and databases.
- Developing, maintaining, and preparing reports and office records.

QUALIFICATIONS REQUIRED:[Back to top \(Top of Page\)](#)

GS-5: You qualify at the GS-5 level if you possess one (1) year of specialized experience that equipped you with the skills needed to successfully perform the duties of the position. Examples include gathering data for routine reports, maintaining transaction logs, maintaining office files and records, ordering routine equipment and services, typing office documents, reviewing forms and other documents for completeness, and preparing graphs and charts.

OR

EDUCATION SUBSTITUTION

GS-5: Successful completion of a full four-year course of study above the high school level in any field for which high school graduation or the equivalent is the normal prerequisite can be substituted for specialized experience. This education must have been obtained in an accredited business, secretarial or technical school, junior college, college or university. One year of full-time academic study is defined as 30 semester hours, 45-quarter hours, or the equivalent in a college or university, or at least 20 hours of classroom instruction per week for approximately 36 weeks in a business, secretarial, or technical school.

Combining Experience and Education: To combine your education and experience, convert each to a percentage and then add the percentages. If your education is described in quarter hours, multiply by the fraction $\frac{2}{3}$ to convert into semester hours, then divide the semester hours by 18. To determine your percentage of qualifying experience, divide your total months of experience by the required number of months of experience. Add your percentages together. The total must equal at least 100% in order to qualify.

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates directly to paid employment. You will receive credit for all qualifying experience, including volunteer experience.

You must:

- Meet all qualification requirements, including education, subject to verification at any stage of the application process; and
- Meet all applicable Time in Grade requirements (current Federal employees must have served 52 weeks at the next lower grade or equivalent grade band in the Federal service) by TAG:Wednesday, March 25, 2015.

Residency: If you are not currently a CBP employee, you must meet one or more of the following primary residency criteria for the last three years prior to applying to this announcement:

1. Resided in the United States or its protectorate or territories (excluding short trips abroad, such as vacations);

2. Worked for the United States government as an employee overseas in a federal or military capacity; or
3. Been a dependent of a United States federal or military employee serving overseas.

Exceptions may be granted if you provide complete state-side coverage information regarding participation in "Study Abroad" programs, church overseas missions, or state-side addresses of anyone who worked or studied with you overseas. You must provide information and related documentation at the time of application.

This position is covered under the bargaining unit.

Typing Certification: You must be able to type at least 40 words per minute based on a 5-minute sample with 3 or fewer errors.

Office Skills: Applicants must possess knowledge of general office automation software, practices, and procedures.

HOW YOU WILL BE EVALUATED:

We will review your resume and supporting documentation to ensure you meet the basic qualification requirements. If you meet the minimum qualifications, your experience, education and training will be rated using an online self-assessment questionnaire that is based on the competencies or knowledge, skills, and abilities listed below. You will receive a score ranging from 70-100 based on your responses. Your entire application package will then be reviewed. The final determination will be based on all the information provided in your application package.

If you are best qualified, you may be referred to the hiring manager for consideration and may be called for an interview. To preview the job questionnaire, see View Occupational Questionnaire (<https://ApplicationManager.gov/Questionnaire.aspx?ID=5315068&PreviewType=Questionnaire>).

Knowledge, Skills, Abilities and Other Characteristics (KSAOs):

Candidates who meet the minimum qualification requirements are required to possess certain Knowledge, Skills, Abilities, or Other Characteristics (KSAOs) to successfully perform the functions of this position. Candidates will be asked to demonstrate their attainment of these KSAOs in their resume. The KSAOs are:

- Ability to interpret, understand, and apply established concepts, principles, regulations, policies, procedures, and operating guidelines governing administrative support functions
- Knowledge of a variety of software packages such as word processors, databases,

spreadsheets and graphics

- Ability to organize, analyze, and present information in a variety of effective and useful ways

Agency Career Transition Assistance Program (CTAP) or the Interagency Career

Transition Assistance Program (ICTAP) eligibility: If you have never worked for the federal government, you are not ICTAP/CTAP eligible. Information about ICTAP/CTAP eligibility is on the OPM's Career Transition Resources website at:

http://www.opm.gov/Reduction_In_Force/employee_resources/ctap/Employee-Guideline_CTAP.asp#3a (http://www.opm.gov/Reduction_In_Force/employee_resources/ctap/Employee-Guideline_CTAP.asp#3a). To be considered well qualified under ICTAP/CTAP, you must be rated at a minimum score of 85 for this position. In addition, you must submit the supporting documents listed in the "Required Documents" section of this announcement.

BENEFITS:

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DHS offers competitive starting salaries and an attractive benefits package, including: health, vision, dental, life and long-term care insurance, Thrift Savings Plan (similar to a 401(k)), Flexible Spending Account, retirement plan, Employee Assistance Program, personal leave days and paid federal holidays. Other benefits may include: flexible work schedules, telework, tuition reimbursement, transportation subsidies, uniform allowance, health and wellness programs, and fitness centers. DHS is committed to employee development and offers a variety of employee training and development opportunities. For more information, please go to www.dhs.gov/careers (<http://www.dhs.gov/careers>) and select "Benefits".

To compare cost of living data, calculate mortgage scenarios, or gather information on communities and school districts, please visit the website: <http://www.relocationessentials.com/aff/lifecare/tools/salary/col.aspx> (<http://www.relocationessentials.com/aff/lifecare/tools/salary/col.aspx>)

OTHER INFORMATION:

Special Appointing Authority: Veterans, military spouses, Peace Corps/VISTA volunteers, and people with disabilities possess a wealth of unique talents, experiences, and competencies that can be invaluable to the DHS mission. If you are a member of one of these groups, you may not have to compete with the public for federal jobs. To

determine your eligibility and to understand what documentation would be required with your application, please click on the appropriate link below.

- Veterans: <http://www.fedshirevets.gov/index.aspx> (<http://www.fedshirevets.gov/index.aspx>)
- Military spouse: <http://www.fedshirevets.gov/job/shams/index.aspx> (<http://www.fedshirevets.gov/job/shams/index.aspx>)
- Individuals with Disabilities: <http://www.opm.gov/disability/PeopleWithDisabilities.asp> (<http://www.opm.gov/disability/PeopleWithDisabilities.asp>)
- Peace Corps/VISTA and other miscellaneous hiring authorities:
http://www.opm.gov/hr_practitioners/lawsregulations/appointingauthorities/
(http://www.opm.gov/hr_practitioners/lawsregulations/appointingauthorities/)
(http://www.opm.gov/hr_practitioners/lawsregulations/appointingauthorities/)
(http://www.opm.gov/hr_practitioners/lawsregulations/appointingauthorities/)

Separate referral lists will be generated for applicants eligible to be appointed under a non-competitive special appointing authority. You must provide documentation supporting your eligibility prior to the closing date of this announcement (please see "Required Documents"). If you have any questions regarding your eligibility, please contact the Human Resources Specialist listed at the end of this job opportunity announcement.

Background Investigation: Customs and Border Protection (CBP) is a federal law enforcement agency that requires all applicants to undergo a thorough background investigation prior to employment in order to promote the agency's core values of vigilance, service to country and integrity. During the screening and/or background investigation process, you will be asked questions regarding any felony criminal convictions or current felony charges, the use of illegal drugs (i.e., marijuana, cocaine, heroin, LSD, methamphetamines, ecstasy) and the use of non-prescribed controlled substances including any experimentation, possession, sale, receipt, manufacture, cultivation, production, transfer, shipping, trafficking, or distribution of controlled substances. Entry into this position may require that you successfully pass a polygraph examination. For more information, please see: http://www.cbp.gov/xp/cgov/careers/apply/mandatory_back_invest.xml (http://www.cbp.gov/xp/cgov/careers/apply/mandatory_back_invest.xml).

Positions with known promotion potential do not guarantee promotion, nor is the promise of promotion implied.

Probationary Period: All employees new to the federal government must serve a one year probationary period during the first year of his/her initial permanent federal appointment to determine fitness for continued employment. Current and former federal employees may be required to serve or complete a probationary period.

CBP uses E-Verify, an internet-based system, to confirm the eligibility of all newly hired employees to work in the United States. Learn more about E-Verify here, <http://www.uscis.gov/e-verify> (<http://www.uscis.gov/e-verify>), including your rights and responsibilities.


Every individual receives a fair opportunity throughout the Federal recruitment and hiring process. To learn more, click on the link https://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf (https://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf)

Follow U.S. Customs and Border Protection on Twitter @CustomsBorder (<https://twitter.com/#!/customsborder>)

HOW TO APPLY:

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To begin your online application, click **"Apply Online"** to create a USAJOBS account and follow the prompts or log in to your existing account. Your application packet must include a completed assessment questionnaire, a resume, and any applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials, including transcripts, must be in English.

We strongly encourage you to apply online. If you cannot apply online, you may fax your resume, assessment questionnaire, and supporting documents to **(478) 757-3144** .

You must print a copy of and document your responses to the assessment questionnaire View Occupational Questionnaire (<https://ApplicationManager.gov/Questionnaire.aspx?ID=5315068&PreviewType=Questionnaire>) using OPM Form 1203-FX http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf (http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf), and the official fax cover sheet: <http://staffing.opm.gov/pdf/usascover.pdf> (<http://staffing.opm.gov/pdf/usascover.pdf>). Please include job opportunity announcement ID 1351680 and provide your SSN, name, and address using the exact name you used when you filled out the questionnaire. If you have uploaded documents into your application, you do not need to fax those same documents.

Applications and supporting documentation will not be accepted by mail or email.

The address below is for inquiries only. You may apply more than once, but the most recent application is the only one that will be used. **You must submit your resume, your online questionnaire, and any supporting documents by 11:59 PM Eastern Time on Wednesday, March 25, 2015**

REQUIRED DOCUMENTS:


- **Your resume:** A resume describing your job-related qualifications is required and will be used for the purpose of reviewing your qualifications and determining what training, if any, would be required when placed. Your resume must be in English and must include your job titles and a detailed description of your duties and the dates you performed them (MM/DD/YY), as well as your hours per week for each position listed. Your resume should also contain your full name, address, phone number, email address, and salary. NOTE: Resumes stored on USAJOBS will not automatically carry over to this announcement. You must upload or fax your resume and any other applicable supporting documentation.
- **Your responses to the job questionnaire** **View Occupational Questionnaire** (<https://ApplicationManager.gov/Questionnaire.aspx?ID=5315068&Pre-viewType=Questionnaire>)
- **Are you a current or former Federal employee?** With the exception of current CBP employees, ALL CURRENT AND FORMER FEDERAL EMPLOYEES MUST SUBMIT A COPY OF THEIR SF-50B (Notification of Personnel Action) showing competitive status: Tenure 1 or 2 in Block 24 and Position Occupied 1 in Block 34. The SF-50B should also reflect the highest grade held on a permanent basis or the full performance level of your current position, whichever is higher.
- **Are you qualifying based on education?** Submit a copy of your college transcript (unofficial is acceptable at this time; however, official copies will be required prior to entrance on duty) or a list of coursework with hours completed. Education must be from an institution accredited by an agency recognized by the U.S. Department of Education. Education obtained from a foreign university or college is not creditable unless it has been evaluated by an organization that specializes in interpretation of education credentials. For a listing of accrediting agencies, please see <http://www.naces.org/members.htm>. (<http://www.naces.org/members.htm>.)


- **Are you claiming special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP)?** You must submit a separation notice; your most recent SF-50B (noting your current position, grade level and duty location); a current (or last) performance rating of record of at least fully successful or equivalent; an agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; or a Military Department of National Guard Bureau notification that you are retired under 5 U.S.C. 8337(h) or 8456.
- **Are you a veteran?** If you are applying under a special veteran appointing authority, you must submit a DD 214 (Member Copy 4-reflecting qualifying medal (s) or service period) and a VA Disability Award letter dated 1991 or later (if applicable). Current federal employees applying under the VEOA authority must submit a qualifying SF-50B to show they meet time-in-grade requirements. If you are currently serving on active duty, you must submit a written statement from the armed forces certifying your dates of service and your rank. If you apply with a written statement at this stage, your preference will be verified by a DD 214 (Member Copy 4) upon separation from the military. To learn more click on the link <http://www.fedshirevets.gov/job/vetpref/index.aspx> (<http://www.fedshirevets.gov/job/vetpref/index.aspx>) ***Veterans preference points are not applicable to Merit Promotion announcements; veterans documentation is required only to verify eligibility.***
- You may be asked to provide a copy of your recent performance appraisal and/or incentive awards. Consideration will be given to performance appraisals and incentive awards as an indication of quality prior experience, no points will be assigned.

It is your responsibility to verify that any information entered, uploaded, or faxed is received and is accurate. Human Resources will not modify or change any part of your application. If a document is not legible, you will not be able to view it in your application and you must again upload or fax it by the closing date.

AGENCY CONTACT INFO:

CBP Hiring OBP Staffing

Phone: (952)857-2935 

Fax: (478)757-3144 

Email: CBPHIRING-OBPSTAFFING@CBP.DHS.GOV

Agency Information:

CBP Minneapolis Hiring Center


5600 American Blvd

Suite 700

Bloomington, MN

55437-1450

USA

Fax: (478)757-3144 **WHAT TO EXPECT NEXT:**

Once the job opportunity announcement has closed, we will assess your experience and training, identify the best qualified applicants, and refer those applications to the hiring manager for further consideration and interviews. You will be notified by email after each of these steps has been completed. Stay informed of changes to your application status by signing up for automatic email alerts at: <https://my.usajobs.gov/Account/NotificationSettings.aspx> (<https://my.usajobs.gov/Account/NotificationSettings.aspx>). If you are referred, you will receive a final notification of the disposition of the announcement. We expect to make a tentative job offer within 60 days after the close of the announcement. If you are selected, we may conduct a suitability/security background investigation.

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Reasonable Accommodation Policy Statement

(https://help.usajobs.gov/index.php/Reasonable_Accommodation_Policy_Statement) |Veterans Information (https://help.usajobs.gov/index.php/Veterans_Information) | Legal

and Regulatory Guidance

(https://help.usajobs.gov/index.php/Legal_and_Regulatory_Guidance)

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FOIA (http://www.opm.gov/efoia/)	>
About Us (https://help.usajobs.gov/index.php/About_Us)	>
USA.gov (http://www.usa.gov/)	>

This is a United States Office of Personnel Management (<http://www.opm.gov/>) website.

USAJOBS is the Federal Government's official one-stop source for federal jobs and employment information.